

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: DELAWARE

DATE: SEPTEMBER 30, 2005

A. Introduction

The goal of the Reemployment Services Program is to expand and improve services to unemployment insurance (UI) claimants while focusing on profiled claimants. To accomplish this, the Division of Employment & Training (DET), in partnership with the Division of Unemployment Insurance, identifies unemployment insurance claimants with a high potential for exhausting their benefits and provides early intervention that will assist in their reemployment. Those claimants most likely to exhaust receive the highest priority in receiving available reemployment services.

B. Background

The mission of the Delaware Department of Labor (DOL), DET is to provide services enabling employers and job seekers to make informed employment and training choices leading to employment.

DET provides a wide variety of One-Stop integrated employment and training services through occupational skills training programs, reemployment services, employer services, automated self-service, user-friendly career resource centers, and through matching job seekers with employment opportunities.

The division's four local offices, strategically located throughout the state, are the cornerstones of the state's One-Stop Career Center System. The following integrated service delivery model serves as the foundation for the delivery of DET services. The system includes the following key elements:

- DET's MIS, the Virtual Career Network (VCNet), incorporates America's Career Kit and O*Net into the job match component.
- DET employees are cross trained to provide integrated placement, case management, and training services.
- Electronic Registration and Assessment. An activity that allows job seekers to complete information on themselves regarding work history, education, and services needed. Job seekers are provided with a service path to achieve their desired outcome.
- Job Search Assistance. Job seekers are offered a wide assortment of job search assistance services delivered through an unassisted self-service

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mode, an assisted self-service mode, or a one-on-one intensive service mode. Career center staff coach individuals to enable them to move from one-on-one services, to assisted self-service, to unassisted self-service.

- **Case Management.** The job seeker meets with a case manager for vocational counseling, coaching, employability plan development, referral to services and/or training, and intensive job search activities.
- **Placement.** This includes obtaining and retaining a job: job referral, job development, coaching, and intensive job search activities.

C. Service Delivery Overview

As the state One-Stop operator, DET sought to expand and improve the quality of services to unemployment insurance (UI) claimants by building on existing initiatives and targeting funds in areas of critical needs. The One-Stops provide UI claimants with early intervention and immediate referrals to suitable job openings and employment services that meet their job search needs. The enhanced Management Information System (MIS) allows for a formalized intensive job search process, reporting, and improves linkages with UI. Ongoing continuous improvement consisted of staff training and development and a review and enhancement of DET's service delivery model to improve the overall quality of services provided to all customers.

DET, Office of Occupational and Labor Market Information (OOLMI), and UI formed a working team to improve employment services to all UI profiled claimants. The joint team continuously reviewed and analyzed the variables used to identify and refer UI claimants and made appropriate modifications to ensure that those individuals at high risk for exhausting benefits were provided the appropriate re-employment services. The DET Operations Administrator and UI Administrator meet consistently to service delivery updates, address issues, and review best practices.

D. Profiling Method

UI claimants most likely to exhaust their benefits are provided reemployment services through the One Stop Service Delivery System's Profiling Program. The state uses a characteristic model, using a two-phase approach to identify the individuals for referral:

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- 1) An individual does not belong to a union hiring hall, does not have a recall date, and has received a first payment; and
- 2) An individual was laid off from a slow-growth or declining industry, last worked in a slow-growth or declining occupation, and worked for their last employer for at least three years.

E. Services Overview

1. Early Intervention. As part of the early intervention process, DET conducted an initial assessment with the job seeker. Utilizing the information, agency staff made immediate job referrals, scheduled job seekers for job search workshops, and coordinated more intensive services. Job seekers were provided with an introduction to all career center services and information on how to access them.
2. Joint DET/UI Orientation. Identified claimants attended a regularly scheduled joint orientation that explained the range of available DET intensive employment and training services to include the Self Employment Assistance program (SEA) and the UI requirements. The participants completed an in-depth assessment instrument and were scheduled to meet with a case manager for intensive job search activities.
3. Joint Intervention. DET employees worked closely with the UI Eligibility Review Program (ERP) staff to ensure that UI claimants received services through the One Stop Service Delivery System. Through the MIS, the ERP staff members were able to access the claimant's case management record to review services and conferred with DET staff on claimant's progress.
4. Case Management Services. The Employment Service Specialist (ESS) performed a comprehensive intensive job search with each identified claimant. They also provided career counseling, coaching, plan development, referral to supportive services and/or training, job development, job referrals, and completed an employability development plan.

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F. Service Delivery Process - Staff Directed Registration, Classification, and Orientation

DET utilized the Reemployment Services funds to provide facilitated support to referred UI claimants at the point of registration in one of DET's four One-Stop Offices. All claimants were greeted and those requiring individualized staff services are assigned to a staff member for assistance. DET staff worked closely with the job-seekers to provide in-depth case management services such as: assessment, developing employment plans, registration in workshops and other forms of training, and provide individual coaching and counseling. The service delivery process included:

- Claimants received staff assisted registration and job classification.
- Claimants completed a preliminary self-assessment, in which DET staff reviewed the assessment information to begin the job search process.
- Claimants were scheduled to attend the DET/UI Joint Orientation that provided a range of available services and resources; tour of the resource room; and an appointment was scheduled for intensive case management services.
- Claimants were scheduled for a more comprehensive assessment to determine knowledge, skills, abilities, and barriers to job placement.
- Claimants and case managers jointly completed an Employment Development Plan, consisting of short and long term employment goals, with timelines and responsibilities for completion.
- DET staff and ERP worked together to monitor compliance and progress of claimant.
- Joint DET/UI Profile Team met periodically to review and evaluate the claimant service delivery process based on quarterly status reports.

G. Continuous Improvement and Next Steps

- **Service Delivery:** DET recently designed and implemented major process improvements in how it provides service delivery to customers in the One - Stop offices. With the new process, customers are better educated about DET service and options, and through improved client assessments, staff are better informed about each customer's employment needs.
- **Working Ahead - The National Workforce and Career Development Curriculum** – DET One-Stop staff attended "Working Ahead" training, which consisted of a 120-hour program that prepared staff working in a workforce and career development environment to work more effectively with

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customers. Upon successful completion of the program, participants meet the requirements for the Career Development Facilitator Credential – a national certification conferred by the Center for Credential and Education.

- **Results and Learning Sessions** – Quarterly results and learning sessions are held with staff to review performance, issues, and best practices.

H. Program Goals

Place 70% (7 out of 10) of profiled claimants in a job by pursuing the following performance goals:

- ◆ Complete 100% staff-assisted registration, job classification, and preliminary self-assessment on profile claimant.
- ◆ Achieve 80% attendance on all claimants scheduled for DET/UI Joint Orientation.
- ◆ Complete 70% Employment Development Plans on profiled claimants.

I. Budget

Salaries and Benefits	\$ 233,250
Indirect Charges	22,815
Audit Fees	36,903
Total	\$ 292,968